



FLEET MANAGEMENT DIVISION

DRIVER'S ORIENTATION

FMD'S MISSION STATEMENT

- **Provide safe, efficient, and reliable ground fleet services in the most cost effective manner possible. We will be enablers for state spending units by providing exceptional fleet service, promoting professional development, and working as one team to accomplish the State's strategic goals and objectives.**



COMPLIANCE AND SAFE OPERATING PROCEDURES

- DEFENSIVE DRIVER TRAINING
- DRIVER LOGS
- VEHICLE INSPECTION CHECKLIST



DEFENSIVE DRIVING

- YOUR AGENCY IS RESPONSIBLE FOR ENSURING YOU RECEIVE DEFENSIVE DRIVER TRAINING
- FMD PROVIDES A DEFENSIVE DRIVING TOPIC EACH MONTH TO YOUR AGENCY FLEET COORDINATOR THAT CAN AND SHOULD BE EXPOUNDED UPON BY YOUR AGENCY
- YOUR AFC IS RESPONSIBLE FOR SUBMITTING TO BRIM (AND RETAINING INTERNALLY) DOA-FM-023 DEFENSIVE DRIVING TRAINING AND DMV DRIVER'S LICENSE RECORD
- FMD HAS AN ARCHIVE OF DEFENSIVE DRIVING TOPICS WHICH CAN BE FOUND THROUGH OUR SITE WWW.FLEET.WV.GOV



STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
FLEET MANAGEMENT DIVISION
2101 WASHINGTON STREET, EAST
P.O. BOX 50121
CHARLESTON, WEST VIRGINIA 25305-0121

DEFENSIVE DRIVING TRAINING AND DMV DRIVER'S LICENSE RECORD

I, _____ have successfully completed the Defensive Driving
(print Driver's full name)
Training. I understand that completion of this course is required before I am authorized to drive a state-owned or leased vehicle and that defensive driving training be repeated on an annual basis to remain eligible. I am providing the last four digits of my social security number for driver's license verification purposes.

I further acknowledge that a copy of my valid driver's license and last 4 digits of my social security number will be placed in my driver file.

Any change to the status of my driver's license must be communicated to my manager within 48 hours of the infraction.

Driver Signature _____ Date _____
Last Four Digits of Social Security Number _____
Agency Fleet Coordinator Signature _____ Date _____

For the documentary purpose of this record, by entering each name in the fields above, the driver and supervisor are exercising their intent to attest to the accuracy of this document.

Form: DOA-FM-023 Revised (April 9, 2019) page 1 of 1

**West Virginia
Fleet Management Division**

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West Virginia Fleet Management Division > Defensive Driving Monthly Topics

Defensive Driving Monthly Topics

The purpose of the Defensive Driving program is to provide the agencies with a mechanism which will promote good defensive driving for our state vehicle operators. By participating in this monthly program, Fleet hopes that agencies can influence the way drivers think when operating a state vehicle. This program is intended to fill the gap on those years where BRIM doesn't offer their program. BRIM provides defensive driving training every two years. A percentage of state drivers must complete the BRIM course in order to receive a discount on your agencies premium.

FMD defensive driving program is designed to give agencies a continuous learning format that consists of 10 to 15 minutes of material that is downloaded from our web page. The idea is to have your drivers review and discuss that month's defensive driving topic. Whether your drivers review the material on their own, is left to the agency.

When operating a state vehicle, one must watch the video developed by the Insurance Commission and review FMD Rules and Regulations. Your agency might have additional and/or more stringent requirements.

Each driver must review/discuss the defensive driving monthly topic found on FMD web site. The material is updated monthly to prevent the material from becoming stale. FMD also has a web blog site for 1 year of material. For more information, please visit the Defensive Driving Topics Program page.



DRIVER LOGS

- ALL VEHICLE OPERATORS SHOULD MAINTAIN AN ACCURATE VEHICLE LOG SHEET
- COMMUTING MILES RECORDED ON THE VEHICLE LOG SHEET SHOULD BE SUBMITTED TO FLEET MANAGEMENT DIVISION BY YOUR AGENCY FLEET COORDINATOR
- VEHICLE LOG SHEETS SHOULD BE RETAINED INTERNALLY BY THE AGENCY
- AN EXAMPLE OF A VEHICLE LOG SHEET (DOA-FM-067) CAN BE FOUND ON WWW.FLEET.WV.GOV

State of WV Vehicle Log Sheet											
Reporting Month:		Year:		Department:		Unit:		License Plate #:		Last 6 of VIN:	
Vehicle ID #:		Total Monthly Business Miles Driven:						Total Monthly Gallons Purchased:			
Beginning Odometer:		Total Monthly Commuting Miles Driven:						Total Monthly Fuel Purchased:			
Ending Odometer:								Total Monthly Miles Driven:			
Date	Driver's Name	Driver's Title	Gallons Purchased	Total Fuel Purchased	Odometer at Fueling	Start and End Destination / and Purpose of Trip		Business Miles Driven	Commuting Miles Driven	Total Miles Driven	
1											
2											
3											
4											
5											
6											
7											
8											
Totals:											
Date:					Manager's Signature						
Date:					Agency Fleet Coordinator Signature						
Date:					Agency Fleet Coordinator Signature						
Date:					Manager's Signature						
Totals:											
9											

VEHICLE INSPECTION CHECKLIST

- VEHICLE OPERATORS SHOULD REFER TO THE REQUIREMENTS STIPULATED IN THE GOVERNOR'S ADMINISTRATIVE POLICY IN SECTION 2.4 (EMPLOYEE RESPONSIBILITY FOR VEHICLE USE) SUBSECTION 2.4.4
- VEHICLE OPERATORS SHOULD ALWAYS PERFORM A WALK-AROUND INSPECTION OF THEIR VEHICLE
- A SUGGESTION OF A VEHICLE INSPECTION CHECKLIST (DOA-FM-018) CAN BE FOUND ON WWW.FLEET.WV.GOV


FLEET VEHICLE INSPECTION CHECKLIST


Last 6 of VIN:		License Plate:	
Odometer Reading:		Make and Model:	
Driver Name:		Agency:	

X = Satisfactory O = Requires Attention

		DATES										
VEHICLE INSPECTION:		am	pm	am	pm	am	pm	am	pm	am	pm	Comments:
PRE-START UP												
Check all fluids												
(oil, washer, transmission)												
INTERIOR (Start Engine)												
Fuel Level												
Horn												
Steering Wheel (Feel)												
Foot Brake/Parking Brake												
Registration / Insurance Cards												
Heat/Defrost/AC												
Interior Lights												
Upholstery, Loose Objects												
Seatbelts/Child Car Seats												
First Aid Kit/Body Fluids Kit												
Fire Extinguisher												
Emergency (chains, flares, flashlight, blankets)												
WINDOWS/MIRRORS												
Wipers/Washers												
Mirrors/Glass Clean/Clear View												
EXTERIOR												
Head Lights (High/Low)												
Turn Signals (Front/Rear)												
Emergency Flashers												
Tires (Wear, PSI with gauge)												
Spare Tire (Pressure)												
Tail Lights/Back-Up Lights												
Exhaust (Sound/Emissions)												
Dents / Scratches												
UNDER CARRIAGE												
Obvious Leaking fluids												
Loose/Hanging Objects												
DRIVER'S INITIALS												

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VEHICLE CONTENTS



- ADMINISTRATIVE POLICY: EMPLOYEE USE OF EMPLOYER PROVIDED MOTOR VEHICLES
- ARI FUEL CARD
- ARI MAINTENANCE PACKET
- LEASE AGREEMENT TERMS AND CONDITIONS
- ACCIDENT POLICIES AND PROCEDURES
- BRIM INSURANCE LOSS NOTICE FORM
- INSURANCE CARD (RENEWAL DUE EVERY JULY 1ST)
- ARI CONTACT: CALL 1-800-CAR-CARE

STATE OF WEST VIRGINIA ADMINISTRATIVE POLICY: EMPLOYEE USE OF EMPLOYER PROVIDED MOTOR VEHICLES

- ❖ This policy is to be reviewed by each driver of a state owned vehicle annually.
- ❖ Compliance must be documented with DOA-FM-011 by January 15 of each calendar year and should be retained internally by your agency.
- ❖ A copy of this policy must be kept in each employer provided vehicle.



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Allan L. McVey
CABINET SECRETARY

Kenny H. Yoakum
DIRECTOR

Jim Justice, Governor STATE OF WEST VIRGINIA ADMINISTRATIVE POLICY

Effective: September 1, 2019
Issued By: Ann Urling, Deputy Chief of Staff
Subject: Employee Use of Employer Provided Motor Vehicles

Purpose

The purpose of this policy is to establish a statewide, uniform policy on the use, assignment, operation and reporting of state owned, leased, or rented motor vehicles. The West Virginia Fleet Management Division ("FMD") administers this policy in conjunction with the Governor's Office.

1.0 Policy Application

1.1 This policy applies to all Executive Branch Agencies, whether or not the agency is exempt from the State Purchasing Division or subject to any other exemption.

1.2 This policy applies to all state employees who drive or operate state vehicles (referred to as "employee" or "employees" throughout this policy).

1.3 A copy of this statewide administrative policy shall be placed and kept in all state motor vehicles.

1.4 This policy does not apply to law enforcement vehicles.

1.5 This policy supersedes any previously issued policy.

1.6 This policy may be amended, without reissuing the entire policy, as needed, by the addition of new sections.

2.0 Authorized Use

State employees may only use a state owned, leased or rented motor vehicle for:

2.1.1 Official state business.

2.1.2 Travel between the place where the state motor vehicle is dispatched and the place where official state business is performed. Agencies must determine the lowest cost option before traveling by using Travel Management's "Vehicle vs. Reimbursement Calculator".

ARI FUEL CARD & DRIVER PIN INFORMATION



- AN ARI CARD IS ASSIGNED TO A VEHICLE
- A PIN IS ASSIGNED TO A DRIVER
- THE ARI CARD IS TO BE USED ONLY FOR FUEL PURCHASES
- YOUR PIN IS ASSIGNED BY YOUR AGENCY FLEET COORDINATOR. IF YOUR PIN IS COMPROMISED, NOTIFY YOUR AFC IMMEDIATELY SO THEY CAN TERMINATE/ISSUE YOU A NEW PIN
- YOUR ARI CARD IS ISSUED THROUGH FLEET MANAGEMENT DIVISION. IF YOUR FUEL CARD IS COMPROMISED, NOTIFY YOUR AFC IMMEDIATELY. THEY WILL CONTACT FMD AND WE WILL TERMINATE/ISSUE A NEW FUEL CARD FOR YOUR VEHICLE

FUEL PURCHASES PROCEDURES

- THE ARI-BRANDED WEX FUEL CARD IS:
 - ACCEPTED NATIONWIDE AT FUEL STATIONS IN THE UNITED STATES
- USED IN THE SAME MANNER AS ANY CREDIT CARD
 1. DRIVER INSERTS CARD INTO PUMP
 2. REQUIRES THE OPERATOR TO ENTER, AS PROMPTED, THEIR ASSIGNED PIN NUMBER, AND THE CURRENT MILEAGE FROM THE VEHICLE'S ODOMETER
 3. DRIVER SAVES RECEIPTS TO GIVE TO COORDINATOR TO RECONCILE ACCOUNT AT THE END OF MONTH

AUTOMOTIVE RESOURCES INTERNATIONAL (ARI)

1-800-CAR-CARE (1-800-227-2273)

- ✓ Certified Mechanic
- ✓ Available 24 hours a day, 7 days a week for 365 days a year
- ✓ Maintenance
- ✓ Repairs
- ✓ Warranty Services
- ✓ Emergency and Roadside Assistance

ARI MAINTENANCE PACKET & PROPER MAINTENANCE OF A STATE VEHICLE

- AN ARI MAINTENANCE PACKET WILL BE LOCATED IN THE GLOVEBOX OF THE VEHICLE
- PRIOR TO TAKING TO A SHOP, THE VEHICLE OPERATOR CALLS 1-800-CAR-CARE AND DISCUSSES THE NEED WITH AN ARI CERTIFIED MECHANIC
- ARI REVIEWS THE VEHICLE'S MAINTENANCE AND REPAIR HISTORY AND RECOMMENDS AN ARI-APPROVED VENDOR THAT BEST FITS THE REPAIR NEEDED AND THE CURRENT VEHICLE LOCATION
- THE OPERATOR TAKES THE VEHICLE TO THE RECOMMENDED FACILITY
- THE FACILITY CONTACTS ARI TO REVIEW THE WORK REQUESTED AND FOR AUTHORIZATION OF THE REPAIR AND THE COST OF PERFORMING THE WORK. REMEMBER THAT ALL REPAIRS OVER \$500.00 THRESHOLD WILL REQUIRE THE REVIEW AND APPROVAL FROM YOUR AFC. PLEASE KEEP THIS IN MIND WHEN YOU TAKE THE VEHICLE TO A FACILITY AND PLAN TO WAIT FOR REPAIRS TO BE COMPLETED
 - ❖ REMEMBER TO CONTACT ARI PRIOR TO SCHEDULING ANY REPAIRS FOR A VEHICLE AS THIS HELPS ARI TRACK/MANAGE EXTRANEIOUS ADD-ON CHARGES THAT MAY NOT RELATE TO YOUR ORIGINAL REASON FOR SCHEDULING MAINTENANCE



ARI MAINTENANCE PACKET & PROPER MAINTENANCE OF A STATE VEHICLE CONT.

- ALL CAR WASHES SHOULD BE PERFORMED THROUGH AN ARI-APPROVED VENDOR USING THE ARI MAINTENANCE PACKET INFORMATION
- A TOTAL OF 2 DETAILS ARE PERMITTED PER YEAR BY ARI
- THE VEHICLE SHOULD BE CLEANED WEEKLY



EMERGENCY AND ROADSIDE ASSISTANCE

- In the event roadside assistance is needed, the vehicle operator is to contact ARI for an assessment of needed services, such as towing, emergency repairs, or locksmith services.



RECALL NOTICES

- ✓ Agency Fleet Coordinator receives notice in the mail
- ✓ Operator is notified to take vehicle to facility
- ✓ Facility performs the specified work
- ✓ Facility notifies the manufacturer that the work was completed
- ✓ Manufacturer sends an update to ARI



ACCIDENT PROCEDURES



- IN THE EVENT OF ANY COLLISION, THE VEHICLE OPERATOR IS TO FOLLOW THESE STEPS:
- CONTACT THE LOCAL LAW ENFORCEMENT AGENCY WHERE THE COLLISION OCCURRED
- CONTACT ARI (1-800-CAR-CARE) FOR TOWING, IF NEEDED
- CONTACT THE AGENCY FLEET COORDINATOR ASAP AND REFER TO THE ACCIDENT PROCEDURES PROVIDED IN YOUR VEHICLE PACKET
- REMINDER: ACCIDENT REPAIRS ARE NOT USUALLY PAID THROUGH ARI

INCIDENT REPORTING

- If the damage is more than the deductible but less than \$2500, the insurer may be able to address the claim based solely on one or more estimates.
- The insurer reserves the right to inspect all damages prior to repairs being completed.
- Prior to securing estimates, the spending unit should await contact from the insurer as to how it wishes to proceed.

INSURANCE LOSS NOTICE State of West Virginia-BRIM

Instructions: For **all** losses, complete sections 1, 2 & 3
For **Auto** losses -- **also** section 4
For Insured **Property** losses -- **also** section 5

(1) **INSURED INFO:** Name _____ BRIM Cert.# (required) _____

Insured Address: _____

Insured Contact: _____ Phone Number (day): _____

Person with Detailed Knowledge on Loss: _____

How Do We Reach That Person? _____

(2) **LOSS INFO:** Date of Loss: _____ Time of Day: _____

Location: (Street address) _____

Description: _____

Investigated By: (Police, Fire, etc.) _____

Witnesses: NAME ADDRESS PHONE

1

2

(3) **CLAIMANT INFO:** use additional sheet(s) as necessary

Name _____ Home /Cell Phone #: _____

Address: _____ Work Phone #: _____

Date of Birth: _____ Social Security #: _____ Sex: _____

Description of Injury or Damage: _____

(4) **AUTO INFO:** use additional sheet(s) as necessary

Insured Vehicle

Claimant Vehicle

Year _____ Make _____ Model _____ Year _____ Make _____ Model _____

VIN _____ VIN _____

Driver _____ Driver: _____

Address _____ Address: _____

Phone: _____ License # _____ Phone: _____ License # _____

Passengers _____ Passengers _____

Estimate Amount \$ _____ Estimate Amount \$ _____

(5) **PROPERTY LOSS INFO:** Loss Type: () Fire () Windstorm () Burglary & Theft () Fidelity
() Boiler & Machinery () Vehicle () Aircraft () Other _____

SUBMITTED BY: _____ DATE: _____

West Virginia Board of Risk & Insurance Management * 1124 Smith St., Suite 4300 Charleston, WV 25301
(304) 766-2646 * (800) 345-4669 * fax (304) 558-6004

REPORTING OF AGENCY VEHICLES TO BRIM

- EACH YEAR BRIM REQUIRES A REPORT OF YOUR AGENCY VEHICLES

STEPS:

1. VISIT WWW.STATE.WV.US/BRIM
2. GO TO THE UNDERWRITING SECTION:
3. EACH AGENCY SHOULD HAVE THEIR OWN ACCOUNT TO LOG INTO WITH THEIR FEIN #
4. PASSWORD : XXXXXX
5. GO TO SECTION THREE TO UPDATE NEW VEHICLE INFORMATION

CONDITION OF VEHICLE BEING RETIRED

- ✓ Decals and installed equipment removed
- ✓ Windshield in good condition
- ✓ All floor mats accounted for
- ✓ Spare tire and jack attached
- ✓ Hub caps on all tires
- ✓ All vehicles being retired must show normal wear and tear only
- ✓ The vehicle must be free of any accident damage
- ✓ When taken to surplus, cars must be clean inside and out and have 1/8 tank of gas



VEHICLE VIOLATIONS AND COMPLAINTS



- EVERY STATE TAG IS A TARGET
- EACH STATE TAXPAYER FEELS THEY OWN A PART OF EACH VEHICLE
- ALL VIOLATIONS AND COMPLAINTS RECEIVED BY FMD ARE FORWARDED TO THE AGENCY FLEET COORDINATOR AND SHOULD BE EVALUATED AND ADDRESSED WITH THE RESPONSIBLE INDIVIDUAL

The public's expectation is that an operator will always operate the vehicle within the limits of the law, in a courteous manner, and to travel safely.

PLEASE REMEMBER

- ✓ FAMILIARIZE YOURSELF WITH YOUR ASSIGNED VEHICLE
- ✓ WALK AROUND THE VEHICLE AND MAKE SURE TO ADVISE OF ANY DAMAGE NOTED
- ✓ OPERATORS ARE TO CARE FOR THE VEHICLE AS THEY WOULD THEIR OWN
- ✓ TAKE CARE OF THE VEHICLE AND KEEP IT CLEAN AT ALL TIMES
- ✓ STATE OWNED VEHICLES ARE FOR BUSINESS ONLY
- ✓ STATE OWNED VEHICLES ARE CLEARLY IDENTIFIED



Please make every effort
to be good stewards
of the state of
West Virginia



LEASE AGREEMENT TERMS AND CONDITIONS

- Vehicles are leased at the discretion of the Lessor. Acceptance of vehicle from the location designated by FMD as the retrieval location will constitute acceptance of lease terms and conditions regardless of whether agreement is signed.
- Rates for each vehicle will be evaluated each fiscal year and adjusted up or down as needed.
- Lessee is responsible for operating expenses, damages, abuse, accidents, neglect, maintenance, and cleaning as well as payment of parking and driving violations.
- All travel must be for official State business. No personal business or travel is authorized or permitted. The state of WV Governor's Policy for Employee Use of Employer Provided Motor Vehicles must be read by each operator of a State vehicle
- Seat belts must be worn at all times.
- All state of West Virginia and other applicable motor vehicle laws, including speed limits, must be obeyed.

TERMS AND CONDITIONS CONT.

- No smoking or vaping is allowed in the vehicle.
- Alcohol or illegal drugs are prohibited at all times.
- Use of wireless communication devices is prohibited while the vehicle is in motion except when the wireless communication device is being used hands-free or if the operator fears for his, her, or another person's life or safety.
- Any modifications to the vehicle must have the approval of the Fleet Management Director. Tampering with installed equipment, including telematics devices, is strictly prohibited.
- Lessee will verify that all operators of state owned vehicles have a valid driver's license.
- Lessee agrees to return vehicle for underutilization, misuse, serious DMV violations, at-fault accidents or any other inappropriate activities at the discretion of the Lessor.

TERMS AND CONDITIONS CONT.

- Vehicle condition at the end of the lease must be relative to the age/mileage of the vehicle. Any necessary repairs/reconditioning above normal guidelines for age and levels of service are the responsibility of the Lessee.
- Vehicle must be locked at all times when not in use.
- Lessee agrees to driver training as required by the spending unit.
- Vehicle must be cleaned, interior and exterior, at Lessee's expense at least monthly.
- Service performed under this agreement may be continued in succeeding fiscal years for the term of the agreement, contingent upon funds being appropriated by the Legislature or otherwise being available for this service. In the event funds are not appropriated or otherwise available for this service, the agreement shall terminate without penalty on June 30. After that date, the agreement becomes of no effect and is null and void. However, the agency agrees to use its best efforts to have the amounts contemplated under the agreement in its budget. Non-appropriation or non-funding shall not be considered an event of default.

THANK YOU FOR YOUR ATTENDANCE OF THIS TRAINING!

FOR QUESTIONS, CONTACT FLEET MANAGEMENT DIVISION:

❖EMAIL: FLEET@WV.GOV

❖CALL TOLL FREE: 1-855-817-1910

